



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Harrisonville Telephone Company
for quarter ending December 31, 2007

| Performance Data | October | November | December | Quarterly Average |
|--|---------|----------|----------|----------------------|
| A. Operator Answering Time - Toll and Assistance [730.510(a)(1)] | 1.48 | 1.49 | 1.65 | 1.54 |
| B. Operator Answer Time - Information [730.510(a)(1)] | 4.10 | 4.23 | 5.25 | 4.53 |
| C. Repair Office Answer Time [730.510(b)(1)] | 8.78 | 9.15 | 9.19 | 9.04 |
| D. Business or Customer Service Answer Time [730.510(b)(1)] | 23.34 | 22.84 | 24.53 | 23.57 |
| E. Percent of Service Installations [730.540(a)] | 100.00% | 100.00% | 99.65% | 99.88% |
| F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)] | 100.00% | 98.25% | 97.67% | 98.64% |
| G. Trouble Reports per 100 Access Lines [730.545(a)] | 0.88 | 0.78 | 1.00 | 0.89 |
| H. Percent Repeat Trouble Reports [730.545(c)] | 1.76% | 3.31% | 3.61% | 2.89% |
| I. Percent of Installation Trouble Reports [730.545(f)] | 8.40% | 5.21% | 2.08% | 5.23% |
| J. Missed Repair Appointments [730.545(h)] | 0 | 0 | 0 | 0 |
| K. Missed Installation Appointments [730.540(d)] | 0 | 0 | 0 | 0 |

Comments



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